Prevention and Recovery Care **(PARC)**

Participant Guidelines

Preston

wellways

The Royal Melbourne Hospital
NorthWestern Mental Health

1300 111 400 | wellways.org

Welcome to PARC

PARC is a welcoming and safe environment where you will be supported in your recovery and independence.

PARC offers an individualised approach with a focus on connecting with peers and the community, supporting a strong sense of self and focus toward the future. We celebrate the individuality and uniqueness of all people who come through the door.

No-one understands your experience as well as you do, so we aim to work alongside you, your family, carers and other providers to support your personal journey.

People generally stay at a PARC for around 14 days. During your stay we will talk regularly with you and your identified supports to review your stay and plan when you might leave PARC.

This document explains some important information that will help your stay at PARC be a positive one.

There's also a form that you need to sign. You'll find it at the end of this document. This lets us know that you agree with the information we've provided and the expectations about your stay.

PARC Participant Guidelines

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Preston PARC

123 Wood St, Preston VIC 3072
1300 111 400
enquiries@wellways.org

Your key worker

You will be allocated a key worker when you enter PARC and you will work together to identify what you want to achieve during your stay.

Your recovery, your stay

Preston PARC is more like a communal house than a hospital. You will have your own bedroom and ensuite, and shared communal living areas.

What can you expect of us?

Wellways staff will be at PARC day and night. We provide support outside of normal office hours if required.

When you arrive, your key worker or another staff member will show you around and make sure you're comfortable and that you feel welcome.

Our staff will:

- catch up with you each day to see how you're going
- work with you to identify your goals and make a plan for your stay
- support your independence
- assist you to access peer support
- contact your support person(s) and let them know how you're going
- offer group activities throughout the morning afternoon and evening
- plan and support your return home

The PARC team

At Preston PARC your team is made up of a range of people to support you in your recovery. This includes clinical support from a NorthWestern Mental Health clinician seven days per week.

PARC Clinicians

The PARC Clinicians offer day to day review as needed and also facilitate any clinical appointments required. They are available to provide education and support in relation to treatment regimes, symptom management and navigation of service systems as appropriate.

NorthWestern Mental Health also offer occupational therapy specialist support and medical oversight for people not already engaged with their own treating team within NorthWestern Mental Health.

The NorthWestern Mental Health PARC Clinicians and the Wellways Recovery Workers work collaboratively to support each person's identified goals and needs during their PARC stay to support a person's transition from PARC back to the community.

Recovery Workers

Wellways Recovery Workers support you in your stay at PARC. This includes working with you on the areas of life important to your recovery and wellness. Wellways Recovery Workers also facilitate groups at PARC

Peer Workers

Our PARCs have Peer Support Workers on staff. A Peer Support Worker is trained in mental health and intentionally uses their lived experience.

Occupational therapy (OT)

An occupational therapist is onsite at Preston PARC. They will support you to increase your health and wellbeing through taking part in meaningful and enjoyable activities. This can include using your senses to balance your emotions, assistance to develop a daily routine and running groups on topics relevant to your needs.

What we expect of you

- When you come to PARC we will ask you to complete a series of questions that will help us understand how best to work with you. You will also be asked to do this at the end of your stay.
- To get the best out of your stay, we will work together on your **recovery plan** and we will refer to it during your stay. It will also include planning for your return home.
- While you're at PARC, you **attend meetings**, including with your key worker and other supports. We really encourage **engagement in our group program** to get the most out of your stay. If you are having trouble attending these groups, please talk to a member of our staff. We can support you to attend groups if you need us to.
- Throughout your stay we would like you to catch up with our staff and have a chat about how you are doing.
- We expect you to **keep your room clean and tidy** and to help with household chores. If you need support with this, please let us know.
- You can come and go from PARC, but we need to know who is on site and who isn't. Please tell us if you're heading out and **be back by 9:00pm**.
- **Please respect other people** at PARC, including our staff and other participants. Please respect the PARC environment.
- Please **respect the privacy of others**. This means keeping all information confidential, allowing people to feel comfortable about sharing their experiences.
- When you enter PARC you need to identify where you will stay when you leave. You will work with your Case Manager and Recovery Worker on a plan for when you are ready to go home from PARC.

Your physical and emotional safety

We prioritise your physical and emotional safety here at PARC. If you feel unsafe at any time, please speak with a staff member.

Your room is your own personal safe space for the duration of your stay, and we ask that you respect other people's space at PARC.

You will have the opportunity to, and we encourage you to meet new people during your stay at PARC.

Sexual activity is not allowed at PARC with other PARC participants or visitors during your stay. If you have any concerns, please speak with a staff member.

Smoke alarms in PARC are very sensitive, so no smoking, candles or naked flames are to be used in rooms. Staff have a responsibility to conduct health and safety checks for all rooms when required.

Friends, family and pets

Friends and family are welcome to visit you at PARC. After you have arrived your family are welcome to meet your Recovery key worker and you can show them around.

You, your family and key worker are encouraged to meet during your stay to talk about how you are going. Your key worker will explain the Midway Review to you more in the first few days of your stay, and it's a great opportunity to celebrate your time in PARC and look to the future. Individual support for families and carers is also available, so please speak with your key worker for more information on this.

Visiting hours are 10am–8.30pm, excluding group times, and visitors are not able to stay overnight. We ask that you keep visits to no more than two hours and that you meet with visitors in the communal space. All visitors must sign in and out at the office.

Unfortunately pets are not permitted at PARC unless they are a trained Companion or Guide dog.

Drugs and alcohol

We practice a harm minimisation approach at PARC and understand that people can be in all different stages of their journey. However, we keep PARC as a 'dry site', which means drugs and alcohol are not to be used or kept at PARC.

For the safety of yourself and others, and to maintain a friendly and welcoming space for all participants, please do not return to PARC if you are feeling the effects of drugs or alcohol. We want you to feel comfortable to talk to the team if you have a history of alcohol or drug use which might impact on your stay at PARC, so lets work together on a plan to manage this.

Your medication

Your medication is for your personal use only. Please do not share your medication and please manage your medication safely while you are at PARC.

In liaison with clinical staff we can create a plan that may help you be independent when you leave PARC.

You have the opportunity to ask questions and talk to clinical/medical staff if there is something you would like to clarify about your medication.

Smoking

Please do not smoke in your room. If you wish to discuss any issues relating to smoking, or quitting smoking please speak with PARC staff.

If you do smoke, please ask staff where the designated outdoor smoking spaces are whilst at PARC.

Group activities

Group activities run throughout the day at PARC. Groups are an opportunity to learn and practice new skills and strategies that support your recovery. They also allow an opportunity to meet and learn from others. You may even develop a new interest after trying it in a group at PARC.

PARC staff will provide information to you about the different groups.

There is a daily morning meeting at PARC, which you are expected to attend. Here information about what groups are on and what people's plans for the day are discussed and it is one of the opportunities you have to provide feedback to staff about your PARC experience.

Group information is also displayed onsite and staff will talk with you about what groups could be helpful for you.

Coming and going from PARC

We encourage residents to be onsite for the first week to orientate themselves to the setting.

If you would like to leave PARC during the day or night, please let the staff on duty know.

We might also encourage you to take overnight leave as you get ready to return home to help ease back into home life.

When you arrive at PARC you may be given a swipe card or key that will give you access to PARC. A fee may apply if you lose the swipe card or key.

If you go on overnight leave, please give your swipe card or key to staff before you leave. It will be returned to you when you get back.

Who do we talk to during your stay?

Preston PARC services are a partnership between Wellways and NorthWestern Mental Health.

This means clinical and Wellways staff will talk with you together about how things are going during your stay at PARC. We would also include people who you give us permission to, who are important in your recovery or other services that we might link you to.

During your stay, we need to provide updates about your progress to some people. These people might be the staff working with you, your case worker or your doctor.

You will be included in these conversations wherever possible.

How long will you stay?

Most people stay at PARC for two weeks but this varies for each person according to their needs. We will review this with you while you are here.

Early in your stay, we will support you to plan your return home.

When you leave PARC

Throughout your stay we will support you to plan your goals and work with you when you prepare to return home.

Before leaving PARC you will be given an opportunity to reflect on the strategies that were helpful. We'd also love to hear from you about how we can improve our PARC services in the future.

We kindly ask that you please leave your room clean and tidy before you go and take all your belongings with you.

We want to know what you think

We value your feedback about how we can improve our services.

Before leaving PARC, we encourage you to complete a feedback form. This allows you to reflect on your stay and provide any feedback on how we can improve our services and supports for participants, families and carers.

We welcome you to speak with a member of staff or complete a confidential feedback form.

Your commitment to us

While you are at PARC we ask you to agree to the following. This is to support your safety and those in the community.

You are expected not to:

- use drugs or alcohol on site
- be affected by drugs or alcohol on site
- share medication
- misuse medication
- have visitors outside of visiting hours
- use aggressive or abusive behaviour towards others
- smoke in your room
- engage in sexual activity onsite

We ask that you:

- agree to the guidelines of the local PARC program
- participate in group activities

Our commitment to you is:

- to provide a safe supportive environment
- to be helpful in our approach and work with you in a way that supports the goals of your stay and recovery
- respect your privacy and confidentiality
- let you know if we have any concerns about your PARC stay

If you would like to talk about these guidelines or ask any questions, please talk to a member of staff at any time during your stay.

Participant name: .....

Sign: .....

Recovery Worker name: .....

Sign: .....

Choose different, choose **wellways**

At Wellways, our experience in both mental health and disability allows us to provide supports and understand your physical and emotional needs.

OVER 40 YEARS OF EXPERIENCE

Wellways has been working for people with mental health issues, disabilities and carers for more than 40 years.

MENTAL HEALTH SPECIALIST

We develop and deliver mental health services including suicide prevention, follow-up after care and housing support programs. We understand the challenges and complexity of mental health issues for individuals, families and communities.

COMPLEX NEEDS

Our experienced and trained staff work with people with complex needs and multiple diagnosis.

WORKERS WITH LIVED EXPERIENCE

Many of our workers have a lived experience. At Wellways we value personal experience together with learnt knowledge and believe this contributes to the depth of our programs.

WORKERS WHO IDENTIFY AS LGBTIQ+

Our programs aim to meet the needs of all participants who identify as LGBTIQ+ by providing them access to LGBTIQ+ peer and support workers.

RECONCILIATION ACTION PLAN

We are committed to reconciliation, to closing the gap and addressing injustice in association with Aboriginal and Torres Strait Islander people.

Contact Wellways on **1300 111 400** to find out about services and supports available to help you achieve your goals.

Wellways acknowledges Aboriginal and Torres Strait Islander People as the traditional owners and custodians of the land on which we live, work and play and pays respect to their Elders past, present and future.

wellways.org | 1300 111 400

wellways

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Interpreter

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